

**Administration on Community Living (ACL) No Wrong Door System
Person-Centered Counseling (PCC) Training Program**

Course Title: Protection and Advocacy

Lesson Number & Title: 4 Defining and Identifying Neglect and Exploitation

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Narration:

Welcome to the lesson on Defining and Identifying Neglect and Exploitation. This lesson is part of the course on Protection and Advocacy in the Person-Centered Counseling Training Program. Please review the information on this screen and go to the next page when you are ready.

Text:

Welcome!

Here is a description of the lesson you are starting:

While Lesson 3 focused on abuse, this lesson provides information on neglect and exploitation. As a Person-Centered Counseling (PCC) professional, it is important to understand and be able to identify neglect and exploitation, two other forms of maltreatment. Any person can experience neglect and exploitation, regardless of age, disability, race, or sex. And any person can neglect or exploit someone including friends, family, paid providers, neighbors, and health or homecare professionals. Refer to Lesson 5: Reporting Abuse and other Legal Requirements for Mandated Reporters for more information on reporting and next steps if you suspect abuse, neglect, or exploitation.

Learning Objective:

After completing this lesson:

You will be able to define neglect and exploitation and provide at least three examples of each type of neglect and exploitation. You will also be able to identify some of the risk factors and signs of neglect and exploitation.

To view course information, including On-the-Job Training Assessments, Portfolio Assignments, and a list of Activities, click on the “Menu” tab and then click Lesson Information.

This course is one of the six foundational courses in the No Wrong Door System Person-Centered Counseling (PCC) Training Program meant to provide basic skill and knowledge related to the identified competencies for a PCC professional. Click on the box below to learn about how person-centered thinking approaches are infused throughout these courses.

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Narration:

Neglect is a kind of maltreatment, but is different from abuse or exploitation. Neglect results from a disregard for the needs of others and can include physical neglect, emotional neglect, or self-neglect. Children as well as adults of all ages can experience neglect. Keep in mind that every state will have a unique definition for neglect. Please review the information on the page. When you are ready, go to the next page.

Text:

What is Neglect?

Neglect is a form of maltreatment (also known as mistreatment). In many instances, it is against the law. There are different definitions of neglect for children and adults, and these definitions also vary among states. As a Person-Centered Counseling (PCC) professional, it's important that you're familiar with your own state's definitions for neglect, as well as those of your organization or agency.

There are many types of neglect, including financial neglect and abandonment. Abandonment is similar to neglect. According to the National Adult Protective Services Association, abandonment:

"...involves deserting the caregiving needs of an individual while neglecting to arrange sufficient care and support for the duration of the absence."

But in this lesson, we will focus specifically on the following three types of

neglect:

- <bullet> Physical neglect
- <bullet> Emotional neglect
- <bullet> Self-neglect

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Narration:

Physical neglect is failing to attend to a child or adult's physical needs, including hygiene, food, nutrition, shelter, and supervision. It can include depriving a person of food, water, or sleep or restraining someone, locking a person in a room, or not providing access to grooming, hygiene, medication, or assistive devices. Keep in mind that definitions of physical neglect will vary by state, county, and agency and may also differ between children and adults. Make sure that you are familiar with your state and local definitions for neglect, as well as those of your agency. Please review the information on the page. When you are ready, go to the next page.

Text:

Physical Neglect

The physical neglect of a child is when a parent or guardian fails to meet a child's physical needs, such as providing shelter, food, and supervision. Concerning adults, the National Adult Protective Services Association describes physical neglect as:

"... failing to attend to a person's medical, hygienic, nutrition, and dietary needs, such as dispensing medications, changing bandages, bathing, grooming, dressing, or failing to provide ample food to maintain health." (National Adult Protective Services Association. (n.d.). What Is Neglect? Retrieved from

<http://www.napsa-now.org/get-informed/what-is-neglect/>)

Physical neglect is the neglect of a person's body and environment. This can happen to children and adults of all ages. Examples of physical neglect include the following:

- <bullet> Depriving someone of food, water, or sleep. Malnutrition is one effect of physical neglect.
- <bullet> Secluding or restraining someone so that they are left alone in a room and unable to interact, communicate, or move.
- <bullet> Depriving someone of basic grooming and hygiene.
- <bullet> Withholding access to medication, assistive devices (for example, wheelchairs, canes, hearing aids, eyeglasses, and communication devices), or other services or supports necessary for living.
- <bullet> Depriving someone of shelter or safe living conditions, such as utilities, heat, water, and ventilation.

Physical neglect can lead to discomfort, disease, poor development, and even death. An adult who lives alone and shows signs of physical neglect may meet a definition of self-neglect. This means that they are no longer able to take care of themselves and may require additional services. You will learn more about self-neglect later in this lesson. Mandated reporters and others who are concerned about neglect or self-neglect should report it to the appropriate adult protection agency. You will learn more about mandated reporters in Lesson 5 of this course.

Please remember these are just general examples and definitions. Definitions of physical neglect will vary depending on the state, county, and agency where you work.

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Narration:

Emotional neglect causes emotional pain, distress or anguish by ignoring, belittling, or infantilizing the needs of both children and adults. This includes neglecting or discounting the emotional well-being of others. It also includes keeping a person isolated from family, friends, and other relationships. Keep in mind that definitions of emotional neglect will vary by state, county, and agency. Please review the information on the page. When you are ready, go to the next page.

Text:

Emotional Neglect

For a child, emotional neglect can entail a parent or caregiver not attending to a child's emotional needs or failing to provide access to psychological care. Additionally, the National Adult Protective Services Association defines emotional neglect as:

"...causing emotional pain, distress or anguish by ignoring, belittling, or infantilizing the needs of adults. This includes neglecting or discounting the emotional well-being of others, as well as actions to isolate adults from visits or contact by family and friends." (National Adult Protective Services Association. (n.d.). What Is Neglect? Retrieved from

<http://www.napsa-now.org/get-informed/what-is-neglect/>)

A person needs to have safe, emotional connections with others to be healthy. Some examples of emotional neglect for both children and adults

may include:

- <bullet> Allowing a person to regularly witness abuse or harm to others, especially loved ones.
- <bullet> Not responding to a person's emotional and social needs.
- <bullet> Not allowing access to other people or relationships that provide physical and emotional affection.
- <bullet> Not providing stimulating or engaging age-appropriate activities for a person.
- <bullet> Verbally belittling, teasing, harassing, or threatening a person.
- <bullet> Encouraging or allowing a person to engage in dangerous or illegal behavior, such as illicit drug use or underage drinking.
- <bullet> Encouraging behavior that leads to being kicked out of a home or school.

Please remember these are just general examples and definitions.

Definitions of emotional neglect will vary by state, county, and agency. You should be familiar with your state and local definitions for neglect, as well as those of your agency

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Narration:

Self-neglect happens when adults fail to meet their own essential physical, psychological, or social needs. This, in turn, threatens their health, safety, and well-being. Self-neglect can include not having adequate food, clothing, shelter, and health care for one's own needs. Keep in mind that definitions of self-neglect will vary by state, county, and agency, so make sure that you are familiar with your state and local definitions for neglect, as well as that of your agency. Please review the information on the page. When you are ready, go to the next page.

Text:

Self-Neglect

Self-neglect happens when adults are fails to meet their own essential physical, psychological or social needs and are unable to take care of themselves. This can be true for adults of all ages with and without disabilities. According to the National Adult Protective Services Association, self-neglect:

“...involves seniors or adults with disabilities who fail to meet their own essential physical, psychological or social needs, which threatens their health, safety, and well-being. This includes failure to provide adequate food, clothing, shelter, and health care for one's own needs.” (National Adult Protective Services Association. (n.d.). What Is Neglect? Retrieved from <http://www.napsa-now.org/get-informed/what-is-neglect/>)

Self-neglect may occur when an adult lives in a situation that puts their safety, health, or well-being at risk. This can sometimes be difficult to identify, especially if a person seeking No Wrong Door (NWD) system services is self-directing and asserting choice, direction, and control.

As a Person-Centered Counseling (PCC) professional, it's important for you to support people's lifestyle choices and the dignity of risk. At the same time, you should ensure that people seeking services have the tools, information, and resources to make safe decisions if they are engaging in behaviors that are risky or harmful to themselves or others. For someone with a cognitive impairment or intellectual or developmental disability, a supported decision-making approach can also help to ensure that risks are assessed regarding potentially harmful behaviors.

Also, it's important to keep in mind that some people may have different hygiene and lifestyle habits that on the surface might seem like self-neglect, but may not be. For example, if a woman from another culture or religion chooses to fast and not eat for three days every month, that is her lifestyle choice. If a woman doesn't eat regularly because she doesn't shop for groceries, doesn't know how to cook them, has an unsafe kitchen, or another person isn't allowing her to fix meals, then that might be a case of self-neglect. It could cause harm and put her safety, health, and well-being at risk.

Please remember these are just general definitions and examples of self-neglect. Definitions will vary by state, county, and agency, so make sure that you're familiar with the definitions where you work.

To learn more about self-neglect, go to the National Adult Protective Services Association: <http://www.napsa-now.org/get-informed/other-safety-concerns-2/>

Activity: Self-Neglect, or Not?

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Narration:

You have learned about three different kinds of neglect: physical, emotional, and self-neglect. There are risk factors that can make a person more likely to experience neglect. There are also many physical and behavioral signs that can help a Person-Centered Counseling professional identify potential neglect. Please review the information on the page. When you are ready, go to the next page.

Text:

Risk Factors for and Signs of Neglect

You have just learned about three different kinds of neglect: physical, emotional, and self-neglect. There are certain risk factors, such as having a developmental disability, that make it more likely that an adult will experience neglect. There are also other risk factors that might make a child more likely to experience neglect, as well as protective factors that can help to decrease the risk. Keep in mind that these are just risk factors, and their presence doesn't necessarily lead to child abuse or neglect.

Some of the common factors that may put children more at risk for abuse or neglect include the following:

- <bullet> Parent, guardian, or caregiver characteristics, such as being a substance abuser or being an unprepared parent.
- <bullet> Age and disability characteristics, especially infants, young children, and children with disabilities whose need for constant care can overwhelm

parents and caregivers.

- <bullet> Family characteristics, such as household structure (for example, single-parent households) and the presence of domestic violence. This can lead to socially isolated parents or caregivers who do not have adequate emotional or financial support.

- <bullet> Environmental characteristics, including living in communities with low socioeconomic status and high rates of unemployment. Poverty can also increase the likelihood of maltreatment, especially when combined with other factors such as substance abuse and isolation.

As a Person-Centered Counseling (PCC) professional, there are also some physical and behavioral signs of neglect that you should be familiar with so that you can more readily identify when either a child or an adult might be experiencing neglect. Just remember that the following are general signs of neglect and that each person's situation is unique and may be influenced by their culture or religion, among other factors.

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Narration:

Exploitation is a form of maltreatment that is different from abuse and neglect, although a person who exploits someone may also be abusive or neglectful. Exploitation is the misuse of a person's money, goods, or body for the benefit of someone else. Financial exploitation involves the illegal or improper use of a person's property, assets, or money. Keep in mind that definitions of exploitation will vary by state, county, and agency. Please review the information on the page. When you are ready, go to the next page.

Text: **Exploitation**

Exploitation is a form of maltreatment that is different from abuse and neglect. Exploitation is the misuse of a person's money, goods, or body for the benefit of someone. Many states will have a unique definition for exploitation. In some states, some types of exploitation might even meet the definition of abuse or neglect. As with the definitions of abuse, neglect, or maltreatment, it's important that you're familiar with your state and local definitions of exploitation.

Financial exploitation is a common type of exploitation that involves the illegal or improper use of a person's property, assets, or money. According to the National Adult Protective Services Association, financial exploitation: "...occurs when a person misuses or takes the assets of a vulnerable adult

for their own personal benefit. This frequently occurs without the explicit knowledge or consent of a senior or disabled adult, depriving them of vital financial resources for their personal needs.” (National Adult Protective Services Association. (n.d.). What Is Financial Exploitation? Retrieved from <http://www.napsa-now.org/get-informed/what-is-financial-exploitation/>)

As mentioned earlier in the lesson, anyone can exploit an individual. This includes a paid caregiver, lawyer, social worker, healthcare professional, family member, neighbor, or friend. Keep in mind that a person who exploits someone may also be abusive or neglectful.

For more information on financial exploitation, go to the Senior Law Resource Center:

<http://www.senior-law.org/Home/resource/elder-exploitation-overview>

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Narration:

There are some signs that Person-Centered Counseling professionals should be aware of to help identify potential instances of exploitation or financial exploitation. Please review the information on the page. When you are ready, go to the next page.

Text:

Signs of Exploitation

You have just learned about exploitation and financial exploitation. The following are some signs of exploitation. As a Person-Centered Counseling (PCC) professional, you should be familiar with them. Just keep in mind that the following are general signs of exploitation and that each person's situation is unique.

Signs of exploitation, including financial exploitation:

- <bullet> New acquaintances that suddenly have a lot of influence over the person.
- <bullet> Allowing others (who are not their legal guardians) to make a majority of their decisions when previously they didn't allow others to do this.
- <bullet> Doing things that they really don't want to do.
- <bullet> A sudden decrease in the person's checking or savings account.
- <bullet> Unpaid and overdue bills and other paperwork.
- <bullet> Deeds and other documents that recently changed ownership.
- <bullet> Signatures on documents that look forged and unlike the person's

handwriting.

<bullet> Unusual explanations for changes in the person's activities or finances.

<bullet> A sudden increase in spending and giving away of gifts and money.

<bullet> A sudden increase in trips to the ATM or bank machine.

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Narration:

There may be times in your work as a Person-Centered Counseling professional that someone you work with shows signs of possible neglect or exploitation. It can be a delicate matter if you don't know how to address this topic with the person. Please review the information on the page. When you are ready, go to the next page.

Text:

Identifying Possible Exploitation

There may be times in your work as a Person-Centered Counseling (PCC) professional that someone you work with shows the signs of possible neglect or exploitation, which can be a very delicate matter to discuss.

Reflection Activity: Potential Financial Exploitation

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Narration:

Congratulations! You have now finished the lesson. Let's take a few moments to review the key ideas and learning objectives.

Neglect, exploitation, and abuse are all types of maltreatment, but neglect and exploitation are different from abuse. Definitions of neglect and exploitation can vary by state, county, and agency. There are also many signs that Person-Centered Counseling professionals can look for that might signify potential neglect or exploitation.

Please review the information on this page. You can also review the content as needed by using the "Left Arrow" icon at the bottom of the screen. This will take you back through the lesson. You may take the test now, later, or as requested by your employer. Good luck and thanks for completing the lesson!

Text:

Conclusion and Lesson Review

- <bullet> Neglect results from a disregard for the needs of others and can include physical neglect, emotional neglect, or self-neglect.
- <bullet> Exploitation is the misuse of a person's money, goods, or body for

the benefit of someone other than the person.

- <bullet> Financial exploitation is a common type of exploitation that involves the illegal or improper use of a person's property, assets, or money.

- <bullet> Person-Centered Counseling (PCC) professionals can benefit from understanding and identifying the various signs of potential neglect and exploitation, as well as the risk factors.

Reflection on Learning Objective

Directions: Review the objective(s) on this page. When you are done click on the "My Notes" icon to use the electronic journal or use your own notebook. Write down your answers to the following questions.

1. What did you learn in this lesson that you felt was important?
2. What will you do differently because of the content in this lesson?

Learning Objective

After completing this lesson:

You will be able to define neglect and exploitation and provide at least three examples of each type of neglect and exploitation. You will also be able to identify some of the risk factors and signs of neglect and exploitation.

If you are ready to take the test, click on the "Take Test" tab. You can also take the test later: It will be available from your "Personal Page." To access it, click on the "My eLearning Lessons View" button. Choose the lesson title from the list of assignments, and then click on the "Start the Lesson" button at the bottom of the screen. Click the "Take Test" tab to start the test.

We recommend that you complete the On-the-Job Training Assessments and Portfolio Assignments for this lesson. They will help you demonstrate competencies for the ideas presented. To view On-the-Job Training Assessments, Portfolio Assignments, and a list of Activities, click on the "Menu" tab and then click "Lesson Information."

Again, congratulations and good luck!